

**Chittenden Operations Team Meeting Notes**  
**Thursday, May 17<sup>th</sup>**

**Present:** Cindy Mills, Julia DiPietro, Maureen Cooney-Moore, Sabine Eaton, Heather Kelman, Frank Gerdeman (Chris Celotto excused)

**1. Discussed:**

Purpose of the group - Bring the administrative, data and management members of the region together to discuss relevant issues

Timing of future meetings - 3<sup>rd</sup> Thursday of each month

Location – Rotate between Colchester and Downtown offices

**2. Phone System/VOIP:** The region has converted to the new 8x8 system (not fully operational at Sloane or Sara Holbrook).

**Action Item** – Frank and Chris will work on the capacity of the system to create “department” approach to subdirectories, an all staff directory and a scripted message that guides first time callers appropriately (ie, ESOL to Chris, AEL to Heather)

**3. Testing – Discussed**

**GED** - pilot move to online testing beginning in July – and increase to \$125 for complete online battery

**ISO testing** – continues in Colchester, could reconfigure computer layout in classroom to accommodate 6 test takers (currently limited to 4)

**WorkKeys** – reiterated marketing to internal students and other agencies (especially long standing relationships and/or CWS partners)

**4. Graduation** – Discussion of upcoming graduation and what will be presented at All Staff meeting on May 25<sup>th</sup>. Evite will be going out to our enewsletter list, “jobs list” is up on google docs for staff to sign up, student speakers needed and rearrangement of layout to use stage at Elly-Long

**Action Item** – Maureen will follow up with Governor’s office

**5. Data Council Update** – brief update on work of VAL Data Council (we have 4 reps)

**6. Center Performance Reports** – Review and discussion of the Chittenden specific report that was presented at the April retreat. Report will be available but not “rolled out” to staff but rather serve as a catalyst for deeper discussion and action.

**Action Item** – Frank will research mechanism for reset of EFL for ELL's who were originally established in "speaking"

7. **Marketing** – Discussion of purpose/intent of different marketing media. Plan is to keep time/date sensitive information to a minimum (or create separate piece – ie, GED testing dates insert)

Brochure (print marketing) to focus on general services, specific contact information (direct lines for Chris Celotto and Heather Kelman – same for website) and process for accessing

Website – Updated and focused on community agency, partners, etc for more detailed information of service offerings and process

8. Review of agenda for May 25<sup>th</sup> All Staff meeting at Sara Holbrook

**Action Item** – need clarity from central office on upcoming evoClock changes, establish a training (retraining?) on evoPay and updates on phone system if completed

9. Discussed possibility of scheduling meetings with this group and VAL Leadership (Pixie, Paul, Luke, Edie). First meeting in early FY 13 to focus on regional action plan and invite group to schedule time/visits to classrooms, orientations, etc on a semi-regular basis.

**Action Item** – Clarify (refine) purpose and expectations for first meeting